

# TABLE OF CONTENTS



Table of Contents	2
CCCD Executive Director Message	3
Department Updates	4
Police Department	5
Bridge Maintenance	6
Toll Collections	7
Customer Service	8
Marine Operations and Maintenance	9
Engineering	10
HNTB CCCD Trust Indenture and Engineering Project	12
Major Capital Projects	13
Peters Road Upgrade & Extension	14
MacArthur Interchange	15
4th Street Extension	16
Barataria Boulevard (LA 45) Widening	17
General DeGaulle Traffic Improvements	18

### MONTHLY PROJECT DELIVERY REPORT

This report features Crescent City Connection Division (CCCD) capital project progress reports, as well as six key department updates that are considered relevant to the traveling public in the region, and a status update of the HNTB CCCD Trust Indenture and Engineering Project.

Every attempt is made to present the most accurate and up-to-date information available. Information presented in this report is current for the month of January 2012.

# CCCD EXECUTIVE DIRECTOR MESSAGE



In preparation for the sunset of tolls December 31st, 2012, we have begun planning for the future of Crescent City Connection services. A request for proposals will be issued to public/private operators for best value submittals to privatize the operation and maintenance of the Gretna, Algiers and Chalmette ferries.

Additionally, the Louisiana Department of Transportation and Development's budget will continue to fund services for bridge and road maintenance, bridge inspection, and incentivize ferry privatization, while state police will provide security services for the bridge and its commuters. We will partner with local governments for bridge lighting.

As a result of the transition, a total of 148 positions will be eliminated - 73 positions from the CCCD bridge section, and 75 positions from the CCCD marine division once ferries are privatized. Most CCCD services will be modified as follows on December 31, 2012. However, some aspects - such as removal of toll booths, modifications to the existing Westbank Expressway/General DeGaulle Drive merge point, and the privatization of ferry services - will occur as quickly as possible over a 3 – 6 month time period.

We feel we have a responsible plan forward which carries out the will of the Legislature and accounts for the loss of toll revenue while protecting the services utilized most by taxpayers.

Thank you for your support during this transition.

David Tippett

Director of Tolling Services

# DEPARTMENT UPDATES

FEBRUARY 2012

Overview

Led by Chief Peter E. Maggiore, and comprised of 25 commissioned officers and four civilian employees, the CCCPD is a statutorily created police agency providing traffic control and law enforcement services governed by policies, procedures, and doctrine that conform to current law enforcement best practices.

#### **Open Positions**

Commissioned Officers: 0; Civilians: 0

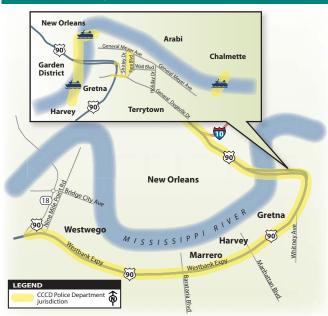
#### Special Events

In conjunction with the Crescent City Connection Division's Marine Operations Section, the CCC Police will implement the department's Large Event Plan during the Mardi Gras season. The plan was devised as a way to effectively manage the high volume of pedestrian traffic during special events in the city. Officers will be stationed on all ferry vessels, and most landings each night that a parade rolls on the traditional Uptown route.

Incident Management - Roadways	Jan. 2012	/ Jan. 2011
Auto crashes investigated	142	107
Arrests (DWI, traffic, warrants, etc.)	101	27
Assisted other agencies	19	17
Pedestrians removed	25	29
Traffic enforcement (citation, warnings	732	1024
Motorists assist.(breakdowns, flat tires, etc	.) 390	517

Incident Management - Ferries	Jan. 2012	/ Jan. 2011
Auto crashes investigated	1	0
Arrests (municipal, warrant, etc.)	0	5
Assisted other agencies	2	3
Security checks of vessels and landings	243	276
Motorists assist. at vessels and landing (breakdowns, flat tires, etc.)	s <b>2</b>	5

#### CCCD Police Department Jurisdiction



#### **Contact Information**

Chief Peter Maggiore Peter.Maggiore@LA.gov (504) 376-8180 Dep. Chief J. Lyons Hale III Johnson.Hale@LA.gov (504) 376-8180

# BRIDGE MAINTENANCE

Overview

6

#### **Bridge Maintenance Responsibilities**

Led by Bridge Maintenance Foreman Richard Kimball, the dedicated Bridge Maintenance employees provide general maintenance for six buildings, 12 toll booths and more than 13 miles of CCCD roadway, including landscaping.

#### **Bridge Maintenance Headcount**

Current Maintenance Resources:	7
Open Positions:	1

#### Completed Activities in January

- Installed new trash cans along the Westbank Expressway.
- Completed roof repairs at the administration building.
- Completed yearly safety inspections.
- Patched potholes on bridge.

#### Scheduled Activities in February

- Grass cutting and edging along the Westbank Expressway and Mardi Gras Boulevard.
- Pressure washing toll lanes.
- Performing safety inspections on toll booths.

#### Summary of Monthly Maintenance Activities

Work requests processed	57
Scheduled maintenance activities (in man hours)	390
Unscheduled maintenance activities (in man hours)	380
Grass cutting (in man hours)	8
Litter pick-up (in man hours)	40

#### Monthly Maintenance Inspections (in man hours)

Building inspections	36
Roadway inspections	24
Equipment inspections	10
Grounds and landscaping inspections	32
Safety inspections	24

#### **Contact Information**

Richard Kimball Bridge Maint. Foreman Richard.Kimball@LA.gov (504) 376-8170

Shannon Boudoin Bridge Maint. Clerk (504) 376-8167

# TOLL COLLECTIONS

#### Overview

The Crescent City Connection is the fifth busiest toll bridge in the U.S.

In FY 2010, the Toll Collections Department averaged more than 2.6 million tolls per month, of which 42 percent were hand-to-hand transactions.

Toll collection employees serve as front line customer service and revenue assurance representatives. They also act as safety coordinators by accurately and reliably relaying detailed safety concerns customers share with them on a daily basis.

The Crescent City Connection Division Toll Collections Department is a 24- hours-per-day, seven-days-a week-operation.

#### **Toll Collections Headcount**

The Toll Collections Department currently has 39 employees consisting of:

Toll Captain: Responsible for overall Bridge Toll Operations Toll Sergeant Supervisors: Oversee daily operations of the Toll Department	5
Toll Collectors: Collect cash tolls from customers, collect scrips vehicle passes, and process in-lane bill payment as a convenience to toll tag account customers.	33

#### **Open Positions**

• Two open positions for toll collectors.

#### **Training Initiatives**

Daily safety huddles are held at the beginning of each toll collection shift Routine items discussed:

- Current and expected weather conditions, and safety concerns related to adverse conditions.
- Notification of major events in the area enabling toll collectors the ability to quickly and accurately provide patrons with directions, if asked.

#### Last Month's Tolls (unaudited)

AVI transactions	1,324,575
Hand-to-hand transactions	1,066,716

#### **Contact Information**

Gail Duplessis, Toll Captain Gail.Duplessis@LA.gov (504) 376-8100

## 8

## **CUSTOMER SERVICE**

Overview

Customer Service Representatives manage multiple customer contact channels and treat every customer with the respect and professional attention they require to satisfy their needs.

Customers' needs typically involve account transactions and information requests, questions on opening and closing customer accounts, violation payments and appeal options.

The Customer Service Department is divided into two sections. Section one is responsible for providing customer service to walk-in customers and those customers who choose to make account payments at the toll lanes. Section two is responsible for serving customers who call, e-mail, fax or send in their requests via website or mail.

#### **Customer Service Headcount**

Current customer service center resources	6
Current customer call center resources	7
Current customer call center resources (HNTB)	8
Current receptionists resources	2
Open positions	0

January Customer Contacts:	14,616
Walk-in customers	2,856
Lane payments	2,479
Incoming calls	7,864
Faxes	98
Emails	383
Fulfillments	319
Mail	617
January Department Sales	

811

948

**82** 

246

Case transponders

Sticker transponders

Ferry scrips (book of 30)

*Vehicle scrips (book of 25)* 

#### **Contact Information**

Dannell Ortego, Customer Service Center Manager Dannell.Ortego@LA.gov (504) 376-8100

# MARINE OPERATIONS & MAINTENANCE

Overview

9

#### **Operations**

Led by Bertrand W. Donnes, Jr., Marine Operations Superintendent 2, the dedicated Marine Operations employees operate and maintain the six ferry vessels providing service to the general public at the Gretna to Canal Street, Algiers Point to Canal Street, and Lower Algiers to Chalmette crossings.

#### Maintenance

USCG inspections: 7 conducted (3 routine, 4 special)

Maintenance activities	
Planned man hours:	1,171
Unplanned man hours:	499
Safety Inspections:	2
Safety Meetings:	1

#### **Marine Department Headcount**

Current operations & maintenance positions	
allocated:	<b>79</b>
Open operations positions:	7
Open maintenance positions:	0

#### **Special Events**

Preparations are being made in anticipation of the large crowds expected to utilize the ferry during Carnival Season.

#### **Scheduled Activities Next Month**

- Electrical repairs to the M/V Capt. Neville Levy were completed and the vessel returned to service in January 2012.
- Engine repairs to the M/V Sen. Alvin T. Stumnpf will be completed prior to Carnival.
- Preventative maintenance repairs to the thrusters of the M/V Louis B. Porterie will be completed prior to Carnival.
- The dry dock and repair of M/V Col. Frank X. Armiger has been further delayed. The vessel will not be in service for Carnival.

 The USCG granted an extension for the dry dock of the M/V St. John, so the vessel will be available for Carnival operations.

Summary of Monthly Activities	
Scheduled crossings:	4,434
Actual crossings:	4,799
Percent scheduled trips completed:	92.4%
Total passengers:	186,614
Total vehicles:	57,853

#### **Contact Information**

Bertrand Donnes,	Herbert Hotard,
Operations	Maintenance
Bertrand.Donnes@LA.gov	Herbert.Hotard@LA.gov
(504) 376-8114	(504) 376-8161

# **ENGINEERING**

#### Overview

10

Projects with a construction cost of less than \$500,000 are usually managed by the CCCD engineering department. Letter bids are used for these projects due to the size and specialty needs.

Projects with an estimated construction cost greater than \$500,000 are managed through DOTD headquarters and let through the typical DOTD headquarters bid letting process.

#### Facility Improvement Projects\*

- Roofing of Police Station/Administration Building: Plans being prepared by DOTD architectural staff.
- Completion of punch list items for the CCCD Administration Building under a Performance Bond: 95% complete.
- Currently preparing landscape plans for CCCD Administration Building and landscaping around Vehicle Maintenance Building.

#### Ferry Projects\*

- CCCD Marine Vessels Radar System Upgrades: Bids are planned for March 14, 2012.
- Dry docking of M/V Armiger: Notice to Proceed was issued October 5, 2011. Project is 95% complete.
- M/V Levy and M/V Stumpf compressor replacements: Project awarded in October 2011. Replacement of the M/V Levy compresser is complete. M/V Stumpf will receive repairs during vessel downtime.

#### Ferry Terminal Projects

- Marine Maintenance Facility Repairs\*: Notice To Proceed was issued on January 9, 2012. Repairs have been completed.
- Variable Message Signs at all landings\*\*:
   Project has been awarded to Grady Crawford Construction Co.

#### **Highway Projects**

- Peters Road Extension\*\*
- MacArthur Interchange (Peters Road Ramps)\*\*
- 4th Street Extension\*\*

- Barataria Blvd. Widening (Lapalco to Ames)\*\*\*
- Gen. DeGaulle Dr. Traffic Improvements\*\*\*
- Gen. DeGaulle Dr. Drainage Improvements\*\*\*
- \*Being led by CCCD.
- \*\*Under development and being led by DOTD headquarters.
- \*\*\*In construction phase and being led by DOTD District 02.

#### **Contact Information**

Lucy Kimbeng, P.E. Staff Engineer Lucy.Kimbeng@LA.gov (504) 376-8237

# HNTB CCCD TRUST INDENTURE & ENGINEERING PROJECT

#### **Program Detail**

HNTB is contracted by DOTD to provide technical expertise and advisory services to the CCCD tolling operations, and high level consultation to the State of Louisiana governing officials so they can make informed decisions on how to manage transportation and toll-related issues and concerns.

The HNTB team was provided notice to proceed with a four-year contract on November 1, 2010. Seven Task Orders under the contract are underway and are summarized below.

#### Task Order 1 Program Management & Administrative Services

Perform general administrative, accounting, and engineering support for CCCD. Major deliverables include project tracking system, revised/new Emergency Operations Plan, CCCD audit findings tracking system, and meeting preparation as requested by DOTD.

#### Task Order 2 Staff Augmentation

Task Order 2 - Staff Augmentation: Provide staff augmentation as requested by DOTD. Currently, CCCD staff has been augmented by 8 accounting specialists and 1 toll technical advisor.

#### **Task Order 3** Sunsetting of Tolls

Provide the evaluation, creation, and all support/assistance required for successful implementation of sunsetting action plan as directed by DOTD. This Task Order is currently on hold pending input from the Task Force.

#### Task Order 4 Financial Analysis & Process Documentation

Evaluate the revenue streams and accounting processes related to the CCCD toll facility and operations in order to conduct internal audit and process documentation. Final deliverable, which includes a Findings and Recommendations Report, was prepared and submitted at the April CCCD Oversight Authority Committee meeting on April 27, 2011.

#### **Task Order 5** Gen. DeGaulle Construction Services (Lighting & Structural)

Provide general lighting construction services for the Gen. DeGaulle traffic improvement project currently under construction. Also included within this task is reviewing bridge shop drawings and Request for Information (RFI)s.

#### **Task Order 6** Repropulsion for M/V Thomas Jefferson and M/V Porterie

Finalize plans and specifications for incorporation of new propulsion systems. Also, provide Construction and Engineering Inspection (CEI) services for the conversions.

#### Task Order 7 Data Entry for Marine Software

Update and organize data as part of NS5 computer software as an asset management tool with regards to the fleet of ferry vessels owned by CCCD.

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# HNTB CCCD TRUST INDENTURE & ENGINEERING PROJECT Continued fr

Continued from page 11

#### **Task Order 8** ETCC Oversight and Implementation

Perform monitoring, management and oversight for the implementation of the ETCC Settlement Agreement, out-of-scope premaintenance tasks, and further integration of the electronic toll system.

#### **Task Order 9** Ferry Terminal Repairs

Provide eingineering, naval architecture, design and inspection services related to renovations at the Chalmette and Lower Algiers landing barges.

#### Task Orders - Executed and Under Development

Agreement	Description	Notice to Proceed	Amount not to exceed	Duration	Contract end date
Master		11/01/2010	\$5,687,500	4 years	10/31/2014
TO No. 1	Program Management & Administration	12/02/2010	\$747,650	1 <sup>1/2</sup> years	6/30/2012
Supplemental*	Data Entry for Marine Software Support	11/09/2011	\$55,449	TBD	TBD
TO No. 2	Staff Augmentation	01/06/2011	\$1,411,720	1 <sup>1/2</sup> years	06/30/2012
TO No. 3	Sunsetting of Tolls	01/04/2011	\$1,246,668	1 <sup>1/2</sup> years	06/30/2012
TO No. 4	Financial Analysis & Process Documentation	01/24/2011	\$612,146	1 <sup>1/2</sup> years	06/30/2012
TO No. 5	Gen. DeGaulle Construction Services	04/18/2011	\$64,026	12 months	04/18/2012
TO No. 6	Repropulsion for Marine Vessels	07/25/2011	\$244,267	340 days	06/30/2012
TO No. 7	Data Entry For Marine Software	08/10/2011	\$25,096	90 days	11/08/2011
TO No. 8	Oversight of ETCC System Implementation	08/08/2011	\$389,887	365 days	08/07/2012
TO No. 9	Ferry Terminal Repairs	01/09/2012	\$346,595	120 days	05/08/2012

# M A J O R C A P I T A L P R O J E C T S

FEBRUARY 2012

## PETERS ROAD UPGRADE & EXTENSION

From Engineers Road to Belle Chasse Highway (LA 23)

14

#### **Corridor Details**

Extension of Peters Road (LA 3017) from Engineers Road to Belle Chasse Highway (LA 23) in Plaquemines Parish. The project would provide a direct connection between Jefferson and Plaquemines parishes with an elevated crossing over the Intracoastal Waterway.

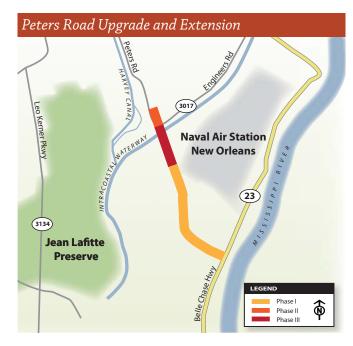
DOTD, New Orleans Regional Planning Commission (RPC), Jefferson Parish, and Plaquemines Parish have been actively involved throughout the planning and engineering phases of the project.

The overall project is divided into three phases, and each is considered a separate project under DOTD's project tracking system:

- Phase I Approximately three miles of roadway that begins at the southern end of LA 23/Walker Road intersection and extends along Walker Road turning eastward along the Barriere Canal and ending near Barriere Road in Plaquemines Parish.
- Phase II Includes the approach roadways and the interchange with LA 3017 on the north side of the Intracoastal Waterway. Two bridges over Barataria Canal are involved with this phase.
- Phase III Includes the bridge over the Intracoastal Waterway along with the remaining south approach roadway from the bridge to the end of Phase I.

#### **Corridor Updates**

• Phase I – Governor Jindal held a groundbreaking ceremomy to announce the start of construction in January 2012. Contractor began clearing and grubbing work. The project is scheduled to be complete in late 2013. The contractor is Fenton Excavating & Construction, Inc. The construction cost is \$15.1 million.



- Phase II Currently under final design. Next step is to identify funding sources for final design and construction. The estimated construction cost is \$18 million.
- Phase III Currently under final design. Next step is to identify funding sources for final design and construction. The estimated construction cost is \$63 million.

#### **Contact Information**

Nelson Capote, P.E. Project Engineer Nelson.Capote@LA.gov (504) 361-6495

Post Office Box 9180 Bridge City, LA 70096

# MACARTHUR INTERCHANGE

Peters Road Ramps



#### **Corridor Details**

The MacArthur Interchange project has been a collective effort by DOTD, Crescent City Connection Division (CCCD), Jefferson Parish and the New Orleans Regional Planning Commission (RPC). The project includes the demolition of one existing ramp (Phase I) and one entrance ramp (Phase II), in addition to to the construction of four new ramps in two phases.

The overall project has the most implications on the ground level to Jefferson Parish as a result of how the ramps will interact with Manhattan and Barataria Boulevards. Therefore, CCCD entered into a Cooperative Endeavor Agreement turning the design engineering management of the project over to Jefferson Parish. The funds are a mix of toll fees, state surplus and capital outlay dollars.

#### **Corridor Details & Updates**

#### Phase 1A&B (Westbound Lanes)

This phase includes relocating the entrance ramp from Manhattan Blvd. and constructing an exit ramp and some at-grade roadway improvements.

DOTD will also add a bridge rehabilitation component to the scope of the existing MacArthur ramps project to reinforce the existing structure. By retrofitting the existing bridge structure, the state will increase the load or weight carrying capacity of the existing bridge.

In an effort to expedite the construction of this project, DOTD is reviewing the feasibility of constructing the road portion of the project separately from the bridge project, therefore allowing the state to accept bids on the road project in summer 2012 and the adjusted bridge project in spring 2013.



Final plans are being reviewed. The estimated construction cost of Phase 1A&B is \$30-\$40 million. (The majority of the construction will be funded by state surplus.)

Phase 1A&B is currently estimated to be complete in the 2014-15 Fiscal Year.

#### **Phase II (Eastbound Lanes)**

This phase includes relocating the exit ramp for Manhattan Blvd., constructing an entrance ramp and some at-grade roadway improvements.

The construction cost for this phase has not been estimated.

#### **Contact Information**

Li Yang, P.E. Project Manager Li.Yang@LA.gov (225) 379-1456

DOTD, 1201 Capitol Access Road Baton Rouge, LA 70802

#### **Corridor Details**

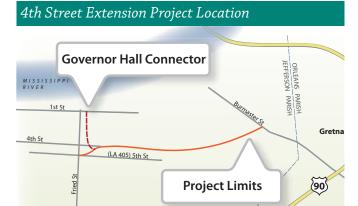
This project involves extending Fourth Street from its intersection with Fried Street to its intersection with Burmaster Street. The new alignment will utilize an abandoned railroad right-of-way.

The project scope includes the Governor Hall Connector (GHC) which was included in the Environmental Assessment (EA). The GHC will provide access from First Street to the 4th Street Extension directly, allowing trucks to access the new road without driving on any of the neighborhood streets. FHWA has approved moving forward with including the GHC as part of the project.

The estimated cost is \$10.5 million (without the GHC) and is partially funded by the CCCD, RPC, FHWA, DOTD, and the City of Gretna. The CCCD contributed \$3 million towards preconstruction services. Any remaining funds from the \$3 million after the environmental planning and engineering design services are complete can be utilized in the construction portion of the project, in particular, the GHC which is not eligible for federal funding.

#### **Updates**

- At the request of the City of Gretna, the project has been put on hold pending final plans and right-of-way acquisition for the GHC.
- Final plans for the original project are approximately 90% complete.
- DOTD is waiting for the City of Gretna to provide construction plans showing the required right-of-way. From these construction plans, DOTD will be able to prepare a supplement for the right-of-way maps to be amended.
- The City and DOTD will finish acquiring the right-of-way needed for the original project.



#### **Contact Information**

Laura Riggs, P.E. Project Manager Laura.Riggs@LA.gov (225) 379-1525

DOTD, 1201 Capitol Access Road Baton Rouge, LA 70802

# BARATARIA BOULEVARD (LA 45) WIDENING

Lapalco Boulevard to Ames Boulevard

#### **Corridor Details**

This project widened Barataria Boulevard (LA 45), from Lapalco Boulevard to Ames Boulevard. from 4 to 6 lanes.

One lane was added in each direction by reducing the width of the median to create a six-lane roadway.

The additional lane in the southbound direction begins at the Lapalco Boulevard intersection and terminates as a left turn only lane onto Ames Boulevard. The third lane in the northbound direction begins at LA 3134 (Leo Kerner Parkway), formerly Lafitte-Larose Highway, as an extension of the right turn lane from LA 3134. Motorists turn-

ing right from Leo Kerner Parkway to northbound Barataria Boulevard will no longer have to yield as they enter Barataria Boulevard.

#### **Updates**

- Project was let in November 2010, and contracted with Byron E. Talbot Contractor, Inc.
- Widening work has been completed. The project began January 31, 2011. Final inspection was performed on October 7, 2011. The contractor is currently working on the punch list developed from the final inspection. Items from the punch list are expected to be complete in March 2012.
- Total project cost is \$3.44 million.



#### **Contact Information**

Nelson Capote, P.E. Project Engineer Nelson.Capote@LA.gov (504) 361-6495

Post Office Box 9180 Bridge City, LA 70096-9180 Traffic Improvements

#### **Corridor Details**

The project is approximately 1.6 miles in length and is located along General DeGaulle Drive on LA 428.

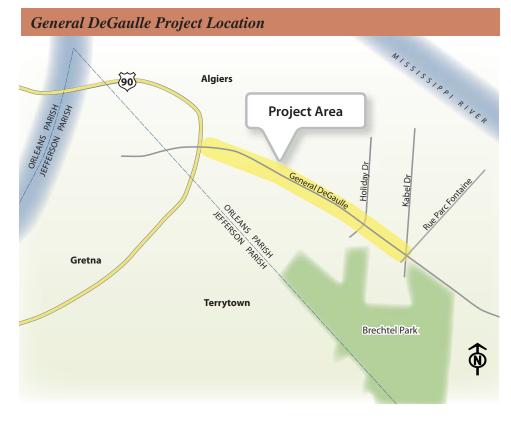
A primary goal of the project is to widen General DeGaulle Drive westbound to accommodate additional lanes of through traffic from just west of Shirley Drive to Rue Parc Fontaine.

Other goals of the project include the following:

- New signals at Shirley, Westbend/Garden Oaks Drive, General MacArthur Boulevard, Behrman Place, and Holiday Drive
- Improving accessibility for pedestrians crossing at signalized intersections
- Updating roadway lighting system along westbound General DeGaulle Drive
- Providing a U-turn along General DeGaulle Drive at Rue Parc Fontaine
- Realigning General DeGaulle Drive eastbound at Behrman Place
- Widening an existing bridge over Algiers Canal between General Collins Avenue and Holiday Drive

#### Updates

Final Plans were originally issued in September 2005, weeks after the arrival of Hurricane Katrina. Due to Post-Katrina needs from 2005 to present, the project was placed on hold until funding was allocated in 2010. Final Plans have been revised based on current DOTD standards



and were re-issued in January 2011.

- Project is 68% complete as of January 2012.
   Project construction cost is estimated at \$6.7 million.
- Construction is expected to last less than one year, with completion scheduled for 2012.

#### **Contact Information**

Nelson Capote, P.E. Project Engineer Nelson.Capote@LA.gov (504) 361-6495

Post Office Box 9180 Bridge City, LA 70096-9180 Drainage Improvements



#### **Corridor Details**

The project includes drainage improvements along the General DeGaulle Drive (LA 428) median and at various crossing streets from Wall Boulevard to Behrman Place.

Existing street crossings will be regraded to accommodate new drainage structures within the median and finished to tie into the new widening project previously mentioned (General DeGaulle Traffic Improvements).

#### **Updates**

- Project was let in December of 2009 and construction began soon after. Project is approximately 70 percent complete as of January 2012.
- Construction is expected to last 2 years with completion in 2012.
- Phase I has been completed with the opening of Berhman and MacArthur crossings.

- Phase II is underway with construction at both Life Center and Westbend crossings.
- Total project estimated cost is \$20.1 million.

#### **Contact Information**

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